analisi clinichie

SERVICE CHARTER - LEPETIT

Version 1 - Review 0.2 June 2022

OUR HISTORY:

The Laboratory Clinical Analysis Lepetit was born in Rome in 1980 and takes the name from the street that has entertained its first center.

In 1991 the Laboratory Clinical Analysis Lepetit moves to via Francesco Tovaglieri n° 19, always in Rome, pushed by the demand to find greater, comforting and fit environments to carry out the activities of Laboratory.

In 2019 it moves to via Davide Campari n°181, always in Rome, few meters from the old center, again pushed by the necessity to increase the spaces and the services to offer to the patients. In 2018 the Laboratory Lepetit gets the Certification of Quality ISO 9001:2015 for the activity of Analysis of Laboratory with the following field of application Delivery of Laboratory Diagnostics Services: Clinical Chemistry, Immunometry, Hematology, Microbiology, Cytology.

WHERE WE ARE AND HOW TO REACH US:

The Laboratory Analysis Lepetit sites in Rome in via Davide Campari, 181 -00155 - in Tor Tre Teste.

Our contacts are the followings:

- -telephone numbers 06/2301566 06/23234601 06/22441449
- 393.9511090 (Mobile)

website www.laboratoriolepetit.it
 e-mail address info@laboratoriolepetit.it
 Facebook @LaboratorioAnalisiLepetit

Our website is regurarly monitored and updated every 15 days.

It's possible to reach the Laboratory Analysis Lepetit taking the bus line n. 556 from the stop of Walter Tobagi (Casilina) up to the stop Campari.



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OUR ROOMS:

WAITING ROOM:

equipped with an instrument to eliminate the queue, to check the order of arrival of the Clients and the waiting time; equipped of a TV that remains turned on during the waiting of the Clients; it's also present a sound system in alternative to the TV.

RECEPTION:

It's coming to the admission of the patients, to give all the informations, appointments and to deliver the medical reports. Is necessary an identity card.

COLLECTOR ROOM:

There are 4 rooms with the purpose to reduce the waiting time.

PHYSICIANS ROOMS:

There are 7 rooms, for gynecological and andrological tests; for the specialistic exams and the diagnostic instrumental.

The building also offers the possibility for disabled people to be able to enter without any problem. The building has 5 hygienic services, separate for the personnel and for the patients. One of them is situated next to the room for ultrasound tests, in order to facilitate the patients.



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STAFF

Dott.ssa Silvia Di Carlo Technical Director

Dott. Mario Buttinelli Medical Director

Dott.ssa Ersilia Greco Medical Collector Sara Lucertoni Obstetrician-Collector

Federica Mungioli

Dott. Matteo Fois

Dott.ssa Laura Campetto

Dott.ssa Chiara Lattanzi

Dott.ssa Michela Agosta

Maria Coggiola

Stefania Arillo

Collector

Biologist

Biologist

Cytologist

Lab Technician

Lab Technician

Mirella Moriconi Administrative Officer

Barbara Mori Reception Federica Mastropaolo Reception

Maria Mantovani Reception/Responsible of System of Management

for the Quality

Monica CapitiniReceptionMonica FaraoniReceptionSara CatracchiaReceptionPaolo MuzioReceptionValerio ParisReception

Federico Gallinaro Computer Technician



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OUR OFFICE HOURS

VENOUS COLLECTING AND DELIVERY BIOLOGICAL SAMPLES

Every Day, from Monday to Friday, from 7.00 a.m. to 14.00 p.m.; on Saturday up to 11.00 a.m., without appointment except for some examinations.

SPECIALISTIC TESTS\ULTRASOUND

On appointment, from Monday to Saturday, according to the availability of the Medical Specialists.

MEDICAL REPORT

Near the reception office with the followings timetables:

from MONDAY to FRIDAY from 7.00 a.m. to 19.30 p.m. on SATURDAY from 7.00 a.m. to 13.00 p.m.

INFORMATIONS AND RESERVATIONS

Near the reception office or by telephone with the followings timetables:

from MONDAY to FRIDAY from 7.00 a.m. to 19. 30 p.m. on SATURDAY from 7.00 a.m. to 13.00 p.m.

Telephone: 06/23234601, 06/2301566, 0622441449, 393.9511090 (mobile)

e-mail address: info@laboratoriolepetit.it

analisi climente e microbiologiche

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OUR SERVICES:

- Home collecting
- Home Visits and Ultrasounds
- Payments: cash, with checks, credit card (Visa-Mastercard), Atm card and BancoPosta.
- Web reports: asking for the passwords (exclusive for every report), it is possible to
 download the report from our website both from PC and from mobile or tablet. It's possible
 to download the greatest part of the examinations, except for particular tests that contains
 papery enclosures or that must be exclusively delivered to the patient (es. HIV test).
- It's possible to ask for Urgencies (where technically possible).
- It's possible to express own opinion, both in anonymous form and nominative, through special forms: Claim / Signaling Client and Questionnaires for the satisfaction of the Client.
- Afternoon Acceptance
- It's possible to receive information concerning examinations, preparations and specialistic visits writing email to info@laboratoriolepetit.it or in the special page on the website.



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OUR COMMITMENTS:

PRIVACY

The privacy of the client in phase of acceptance is guaranteed by the distance of courtesy signed by a yellow line.

During the acceptance the patient is informed, also through posted poster, about the treatment of the Reg.UE 679. The administrative personnel is available to provide every information about the privacy.

The delivery of the medical reports is in closed box and after the presentation of the sheet to pick up.

The delivery of the medical reports related to the HIV test is exclusively reserved to the concerned person.

Release form to the treatment of the personal data.

Prevention of the non authorized access to the data: The managerial Computer System of the Laboratory LEPETIT works online local, for the access to which exists a password known only by the authorized personnel.

MEDICAL REPORTS DELIVERY:

The greatest part of the examinations are daily delivered, particularly the examinations of chemistry-clinic; for the greatest part of the remaining examinations the delivery happens in about two days; except for the examinations of more elevated complexity among which the examinations of medical-genetics.

The ultrasound tests are delivered, where technically possible, in real time.